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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Lynn CombsPhone: (602) [REDACTED]Fax: (602) [REDACTED]Priority: Respond Within Five DaysOpinion No. 2007 - 62524Date: 8/14/2007Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableComplaint By: First: Joseph Last: HertelAccount Name: Joseph HertelHome: [REDACTED]Street: [REDACTED]Work: [REDACTED]City: [REDACTED]CBR:State:

AZ

Zip: [REDACTED]is:Utility Company: Arizona - American Sewer CompanyDivision: sewerContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

08/13/07 Correspondence received

Joseph Hertel
[REDACTED]

Arizona Corporation Commission

DOCKETED

AUG 15 2007

DOCKETED BY

[Signature]

Arizona Corporation Commission
1200 West Washington street
Phoenix, Arizona 85007-2996Re Arizona-American Water Company
Rate Case Hearing on August 23, 2007
Docket #WS.01 30344)6-0491AZ CORP COMMISSION
DOCKET CONTROL

2007 AUG 15 P 4:04

RECEIVED

Dear Commission Members,

I understand that there will be a hearing before your commission on August 23 regarding a rate increase by Sun City Wastewater and Sun City West Wastewater Districts. Currently, residents of Sun City West pay a flat charge of \$20.58 per month regardless of the volume of water used. In most municipalities, charges are based on the actual water used. That is certainly the most equitable method. Please consider charging in the future based on usage. That provides the maximum incentive for each individual to conserve water.

Thank you for your attention to this matter.

Respectfully yours

Joseph Hertel

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

08/14/07 I sent the customer a letter thanking them for their opinion:

Joseph Hertel
[REDACTED]

Re: Arizona American
Docket # WS- 01303A-06-0491

Dear Mr. Hertel:

Your letter regarding the Arizona American Water Company (Arizona American) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission (Commission) to be made part of the record. The Commission will consider your comments before a decision is rendered in the Arizona American application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,
Lynn Combs
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 8/14/2007

Opinion No. 2007 - 62524
